

- 16** (Allow Ss two or three mins. to read the letter, and complete the task. Check Ss' answers.)

a) 2 E 3 C 4 F 5 B 6 D

- b) Pam advises her to get a Saturday job in a local shop or babysit for neighbours.

(Suggested answers)

Mary could also deliver morning newspapers.

Opening remarks:

I've just got your letter and I think I can offer some advice.

Closing remarks:

I hope that one of my suggestions brings results.

- 17** (Read the rubric aloud, then allow Ss three or four mins. to underline the key words and answer the questions. Check Ss' answers around the class.)

Key words: pen friend — asking for advice — improve his/her eating habits and get fit — write letter offering advice

1 To offer advice. A pen friend of yours.

2 Two: a) eating habits
b) how to get fit

3 (Suggested answer)

Opening remarks:

I'm glad to hear that you want to improve your eating habits and get fit. I'll try to advise you as best as I can.

Closing remarks:

Well, I hope you find my advice helpful.

Write back and let me know how you get on.

4 2 c You should try not to eat so much junk food and sweets. If you do this, your body won't store so much sugar and fat.

3 a I think the best thing would be to eat plenty of fish, fruit and vegetables. If you follow a balanced diet, you won't put on weight.

4 b You shouldn't go everywhere by car or by bus. That way, your body won't become lazy.

- 18** (Help Ss to complete the task orally. When satisfied that Ss can deal with the task successfully, assign it as written HW.)

(Suggested answer)

Dear Rachel,

I'm glad to hear that you want to improve your eating habits and get fit. I'll try to advise you as best as I can.

First of all, if I were you, I would eat plenty of fish, fruit and vegetables. If you follow a balanced diet, you won't put on weight. What is more, the best thing for you would be to try not to eat so much junk food, sweets and so on. If you do this, your body won't store so much sugar and fat.

Another good idea is to join a gym and exercise regularly. This will mean that you'll soon get in shape and feel fitter. Finally, you shouldn't go everywhere by car or by bus. That way, your body won't become lazy.

Well, I hope you find my advice helpful. Write back and let me know how you get on.

Love,

Lynn

Unit 3 - Formal Letters (pp. 26 - 33)

- 1 a)** (Read the first question aloud and ensure Ss understand the task. Then, Ss listen and tick the correct boxes. Check Ss' answers.)

1 A Letter 3 ✓ C Letter 2 ✓
B Letter 1 ✓

- b)** (Read questions 2-4 aloud, and explain/elicite the meaning of any unknown words. Ss listen again and complete the task. Check Ss' answers.)

2 B Letters 2 and 3 ✓

C Letter 1 ✓

3 A Letter 1 ✓

B Letter 3 ✓

C Letter 2 ✓

D Letter 3 ✓

E Letter 2 ✓

F Letter 1 ✓

4 A Letters 2 and 3 ✓

C Letter 1 ✓

(Go through the theory and the paragraph plan and explain the meaning of any unknown terminology. Ask comprehension questions to make sure Ss have understood the theory. Do the same to present the theory concerning letters of application.)

- 2** (Read the rubric and advertisement and help Ss underline the key words. Then, Ss answer the questions.)

Key words: advertisement — local newspaper — apply for the job — St George's Primary School — looking for young, energetic and experienced school teacher — must be good organiser — keen on sports — apply in writing — Mrs Hunter — giving details of qualifications, skills and previous experience — saying why — you are suitable for the job

- | | |
|-------------------------|-----------|
| 1 Mrs Hunter. | 6 B, C, E |
| 2 No, I don't. | 7 B, C, E |
| 3 Formal style. | 8 A |
| 4 To apply for the job. | 9 B, D |
| 5 C | |

- 3** (Allow Ss three mins. to do the task, then check Ss' answers.)

Para 1: opening remarks/reason(s) for writing
 Para 2: age/present job/qualifications
 Para 3: experience
 Para 4: personal qualities
 Para 5: closing remarks

- **Qualifications:** BSc degree, certificate in Education
- **Experience:** has been working for Margate Education Department since 1999 - has taught a variety of subjects (e.g. English, General Science, Games)
- **Personal Qualities:** punctual, hard-working, fair, good organisational skills
- (Ss' own answer)

- 4** (Allow Ss three mins. to find the corresponding expressions, then check Ss' answers.)

- I am interested in applying for ...
- I completed my certificate in Education ...
- I have been working for ...
- I consider myself to be punctual ...
- I enjoy working with children ...
- I enclose a reference from my present employer.
- I would be grateful if you would consider my application.
- I am available for interview ...
- I look forward to hearing from you.

- 5** 2 am attending 4 joined 6 awarded
 3 studied 5 am a member

- 6** (Present the theory concerning formal style and explain the meaning of any unknown terminology/vocabulary, then ask Ss comprehension questions to make sure they have understood the theory.)

- a) (Allow Ss two or three mins. to skim the letters and label the paragraphs. Check Ss' answers.)

Para 2: age/qualifications
 Para 3: experience, personal qualities
 Para 4: other information
 Para 5: closing remarks

- b) (Allow Ss a further three or four mins. to read the letters again and underline the correct phrases. Check Ss' answers and elicit which style is more suitable. Explain/Elicit the meaning of any words which Ss do not understand. [Point out that Ss do not need to know every word and draw their attention to the most relevant vocabulary e.g. **position, edition, ambition, enthusiastic**, etc.] Finally, ask individual Ss to read aloud from the letters.)

- Letter A has an appropriate greeting and ending.
- **Phrases to be underlined:** I am writing to apply for the position of part-time shop assistant which was advertised - I passed the examination for the First Certificate in English with grade A - It is my ambition to become - Despite my lack of formal work experience, I feel that I would be well-suited for the position - I was described by the librarian as enthusiastic, dedicated and reliable - I will have no other commitments - I may be contacted - I look forward to receiving a reply in due course.
- The style used in Letter A. A letter of application is always written in a formal style, which means that the letter should contain complex sentences, advanced vocabulary, no short forms etc.

- c) Steffi Braun applied for job A.

- 7** (Ss, in pairs complete the task. Check Ss' answers around the class asking Ss to justify their answers by giving examples from the two letters.)

- | | | | | |
|-----|-----|-----|-----|------|
| 1 B | 3 B | 5 A | 7 A | 9 B |
| 2 A | 4 B | 6 B | 8 A | 10 A |

- 8** (Read the rubric and questions aloud. Explain/Elicit the meaning of any unknown words. Help Ss to identify the key words, then Ss answer the questions. Check Ss' answers.)

Key words: advertisement — local newspaper — apply for the job — young helpers (18-25) needed — summer camp for 10-14 year olds — must speak English or French — able to work any time — 5th — 25th July — apply to Ben Carroll.

- 1 A, C, E, F, H, I
- 2 Skills: B, F, G, H
Qualifications: I
Experience: C, D
Personal qualities: A
- 3 No, I don't.
- 4 To apply for the job.
- 5 Dear Mr Carroll,
Yours sincerely,
my full name

- 9 (Help individual Ss to complete the task orally using their answers from Ex. 8 and the model in Ex. 3. When satisfied that Ss can deal with the task successfully, assign it as written HW.)

(Suggested answer)

Dear Mr Carroll,

I am writing to apply for the position of (camp) helper which was advertised in yesterday's edition of *The Hatfield Gazette*.

I am an 18-year-old student. I have been awarded certificates in both English and French and I speak both fluently.

I worked in a summer camp last year and I am good at organising outdoor activities and sports events. Therefore, I feel that I would be well-suited for the position. Also, I regard myself as energetic and sociable, I am a good organiser and I like working with children.

As the month of July falls in the summer holidays, I will be available to work at any time for as many hours as needed, including evenings.

I can be contacted for interview by telephone on 7682301. I look forward to hearing from you.

Yours sincerely,
Marc Singer

- 10 (Ask Ss to think of various situations in which they would write a letter of complaint (e.g. to a fast food restaurant manager to complain about poor service.) Present the theory concerning letters of complaint and explain/ elicit the meaning of any unknown words. Point out the use of a mild or strong tone in such letters.)

(Read the rubric and the questions aloud. Explain/ Elicit the meaning of any unknown words, then Ss, in pairs, underline the key words and complete the task. Check Ss' answers.)

Key words: you bought a calculator — given wrong model by mistake — you complained — shop assistant rude — write letter — complaints department — explaining reasons for dissatisfaction — action you expect the company to take

- 1 A person at the company's complaints department.
- 2 No, I don't.
- 3 To make a complaint.
- 4 **(Suggested answer)**
I would use a strong tone because I am extremely upset about the matter.

- 5 **(Suggested answer)**

Opening remarks: I am writing to express my strong dissatisfaction at the disgraceful treatment I received from one of your shop assistants.

Closing remarks: I insist on a full refund or I shall be forced to take the matter further.

- 11 a) (Read the words/phrases aloud and check that Ss understand their meaning. Allow Ss four or five mins. to read the letter and complete the task.)

- | | |
|-------------------------|------------------|
| 1 Firstly | 5 not only |
| 2 However | 6 but also |
| 3 Furthermore | 7 in addition to |
| 4 To make matters worse | |

- b) Para 1: opening remarks/reason(s) for writing
Para 2: 1st complaint & examples/reasons
Para 3: 2nd complaint & examples/reasons
Para 4: 3rd complaint & examples/reasons
Para 5: closing remarks

- c) 1 Mrs Adams is complaining because of the disgraceful treatment she received when purchasing a calculator.
- 2
 - She was given the wrong model.
 - The calculator was cheaper and more basic.
 - She was deeply offended by the behaviour of the sales assistant when she went to complain.
 - 3 Yes, she does.
 - given the wrong model → agreed to buy model X-401 → but was given model X-201
 - calculator cheaper → had fewer features and was more basic

- offended by behaviour of sales assistant → was impolite and unhelpful and refused to contact the manager

- 4 • A full refund ✓
• An apology ✓

- 5 She will be forced to take further action.
6 She has used a strong tone.

(words/phrases to be underlined)

my strong dissatisfaction — disgraceful treatment — deeply offended — extremely upset — must insist — forced to take further action

- 12** 2 → E strong tone
3 → E mild tone
4 → B strong tone

- 13** 1 B → Letter III
C → Letter II

(Suggested answers)

- 1 Despite the fact that I have already paid, the equipment has still not been delivered and I urgently need it.
2 Contrary to what the advertisement stated, there was no swimming pool, the rooms were extremely small and there was no maid service.
3 The model I received was not the model advertised on television. It was a huge, ugly, old-fashioned model.

- 2 A 3 → Letter I
B 1 → Letter III
C 2 → Letter II

14 (Suggested answers)

- a) The Headmaster of the school.
b) the noise made by the children's portable radios is unbearable — they are constantly littering my garden with rubbish
c) **Opening remarks:**

I am writing to draw your attention to the problem caused by some students from your school.

Closing remarks:

I hope that this matter will be resolved promptly.

15 (Suggested answers)

- 2 **In spite of the fact** that I paid for a set of five compact discs, there were only three in the box.
3 The advertisement said the tent was waterproof, **but** rain continually dripped in.
4 **Although** the bicycle was brand new, the chain came off the first time I rode it.

- 5 The battery went flat after only two hours. **However**, the instructions said the battery lasted for sixteen hours.

16 (Read the rubric and the questions aloud and explain/ elicit the meaning of any unknown words. Then, Ss in pairs, underline the key words and complete the task. Check Ss' answers.)

Key words: went for a meal — Benny's fast food restaurant — service very slow — food badly cooked — complained — supervisor rude — insisted on your paying for meal — write letter of complaint — head office — explaining reasons — saying what you expect company to do

- 1 To complain about the service, the meal and the supervisor's rudeness.

- 2 No, I don't.

3 **(Suggested answer)**

I would use a strong tone because I am extremely upset about what happened.

- 4 Dear Sir/Madam,

Yours faithfully,
my full name

- 5 Three main body paragraphs

Para 2: service slow

Para 3: meal badly cooked

Para 4: supervisor very rude

- 6 (Check that Ss understand the vocabulary and the situation presented. Elicit suitable sentences around the class.)

(Suggested answer)

- 1 **Despite** the restaurant's claim of fast service, I had to wait fifteen minutes to give my order and a further twenty minutes for the food to be served.

- 2 The advertisement claims that Benny's serves delicious food. **However**, the chips were raw, the meat was frozen in the middle and the tomatoes were rotten.

- 3 The restaurant claims that their customers always come first. **Nevertheless**, when I complained, the supervisor insisted on my paying for the meal, and when I refused, he rudely told me to leave.

- 7 **(Suggested answer)**

To give me a full refund and improve their service. I would write my demands in the final paragraph of my letter.

- 17** (Explain/Elicit the meaning of any unknown words, then allow Ss three or four mins. to read the extracts and complete the task. Check Ss' answers, then ask Ss to read the corrected extracts aloud.)

- Paragraph A is a closing remark and paragraph B is an opening remark.

- A**
- 1 As you can imagine
 - 2 I am extremely upset
 - 3 I feel I am entitled to
 - 4 a full refund
 - 5 a written apology
 - 6 I look forward to receiving your prompt reply

- B**
- 1 I am writing to express
 - 2 my complete dissatisfaction
 - 3 I was served
 - 4 my anger
 - 5 the behaviour of the supervisor
 - 6 complained

- 18** (Help individual Ss to complete the letter orally using their answers to Exs. 16 and 17. When satisfied that Ss can deal with the task successfully, assign it as written HW.)

(Suggested answer)

Dear Sir/Madam,

I am writing to express my complete dissatisfaction with the meal I was served last night at the local branch of Benny's, and my anger at the behaviour of the supervisor when I complained.

Firstly, the service was extremely slow. Despite the restaurant's claim of fast service, I had to wait fifteen minutes to give my order, and a further twenty minutes for the food to be served.

Furthermore, the advertisement describes the food at Benny's as delicious. However, the chips were raw, the meat was still frozen in the middle and the tomatoes were rotten.

To make matters worse, even though the restaurant claims that their customers always come first, when I complained the supervisor insisted on my paying for the meal, and when I refused he rudely told me to leave.

As you can imagine, I am extremely upset. I feel I am entitled to a full refund, in addition to a written apology from the local manager. I look forward to receiving your prompt reply.

Yours faithfully,
Maria Sanchez

Unit 4 - Semi-formal Letters (pp. 34 - 37)

- 1** (Read the questions aloud and explain/elicite the meaning of any unknown words. Then, Ss do the listening task. Check Ss' answers.)

1 B 2 C 3 C, E

- 2** (Present the theory and the paragraph plan, then read the rubric, extracts and questions aloud. Explain/Elicit the meaning of any unknown vocabulary and help Ss to identify the key words in the rubric. Ss complete the task. Check Ss' answers.)

Key words: You are going — language school in Britain — stay with Mr and Mrs Jackson — Jacksons ask for information — write a letter - giving information asked for — including questions or requests of your own

- 1 Mr and Mrs Jackson
- 2 To give information, ask questions and make requests
- 3 Three main body paragraphs
- 4 a, b, d
- 5 **(Suggested answers)**

- a) As far as food is concerned, I have no special requests.
- b) The only thing I don't eat is chicken soup.
- c) My favourite food is spaghetti Bolognese.
- d) I am looking forward to trying shepherd's pie.

6 (Suggested answers)

- a) I was wondering if it is necessary for me to bring a thick jumper.
- b) Perhaps you could tell me if it gets cold in the evenings.
- c) I would like to know if the town has a post office.
- d) What is the public transport like? Is it reliable/frequent?
- e) Do you think I need to bring a swimming costume?

7 (Suggested answers)

Opening remarks:

I would like to thank you for your letter.

Closing remarks:

It was very kind of you to write. I'm looking forward to meeting you.

- 3** (Allow Ss three or four mins. to skim the letter and complete the task. Check Ss' answers.)